



Assisting people with developmental and intellectual disabilities to pursue community membership through employment, community living, natural supports, and developing meaningful relationships in their community.

JOB TITLE: Direct Support Professional (DSP)

EMPLOYER: Chesterwye Center, Inc.

DEPARTMENT: Day or Residential

REPORTS TO: Day Program Manager and/or Director of Residential Services

EFFECTIVE DATE: 11/22/2024

SUMMARY: The DSP is responsible for assisting all people supported by Chesterwye and ensures that they have the opportunity to engage in community activities of their choice, leading to greater community membership.

DUTIES AND RESPONSIBILITIES:

- Works with the Supervisor to ensure all people we support receive applicable supervision by staff, volunteers, or natural supports and needs are being met.
- Provides personal care and assistance to all people supported, in addition to the people to whom are 'assigned' for the shift.
- Participates in person-centered planning activities to assure people we support are working toward meeting their identified outcomes.
- Participates in meetings and trainings with other DSPs and supervisors to enhance knowledge and skills assisting people to meet their identified person-centered activities and outcomes.
- Assures each individual achieves the outcomes identified in the PCP and follows the applicable BP guidelines.
- Provides descriptive documentation in iCare Manager of the status of activities, goals, and interventions each day.
- Promotes an atmosphere that encourages individual choice and exploration of alternative options for attaining optimal health outcomes.
- Educates and encourages greater health options to improve long-term health status.
- Introduces and enhances community resources and membership.
 - Facilitates community membership by assisting people use generic resources such as local banks, grocery stores, fitness centers, restaurants, religious organization groups as desired.
- Assists in identifying additional assistive/adaptive supports needed to enhance communication, personal independence, work productivity.

- Works respectfully and cooperatively together as a unified team member with other day and residential staff members. Initiates communication with day, residential, and nursing to ensure continuity of services and supports.
- Assure documentation is completed accurately and timely.
- Identifies and reports, completes, and submits information on any and all instances of potential abuse, neglect, mistreatment, and/or rights allegation or concerns.
- Maintains confidentiality of people and programs at Chesterwye.
- Assures compliance with all applicable Chesterwye policies and procedures that are based, in part, on the OHCQ and COMAR 10.22 licensing regulations, as well as Chesterwye specific policies and procedures.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- High school diploma or general education degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience.
- Certificates, licenses, and registrations required:
 - Valid driver's license with one year's experience with less than two (2) points.
- Other skills preferred:
 - A minimum of one year's experience providing supports to people with developmental disabilities with dignity and respect in community settings preferred.
 - Experience working in a day setting for people with developmental/intellectual disabilities.
 - Experience and knowledge in a wide array of community activities and connections.
 - Must take and maintain Driver Safety certification to be able to drive a company vehicle.
 - Must be able to travel throughout the service area and as necessary, travel to hospitals physicians/hospitals providing care to the people supported, including crossing the Bay Bridge as necessary.
 - Must successfully pass all pre-employment screenings.
 - Must successfully complete all DDA and agency required trainings within 30 days of employment and maintain timely applicable certification.
 - Must successfully complete the MTTP training to be med-certified within 60 days of employment, including training in diabetes and g-tube, and be approved as a CMT by the delegating nurse.
 - Must successfully complete refresher trainings within the identified timeframes

COMPETENCIES:

- **Diversity** - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Build a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethics; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Service to People We Support** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** – Identifies and addresses areas/people needing attention. Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Includes staff in planning, decision-making, facilitating, and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets standards; Completes work in timely manner; Strives to increase productivity.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports and addresses as appropriately potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information. Submits written documentation each shift for each person with whom you worked.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to stand
- Continually required to walk
- Occasionally required to sit
- Occasionally required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Occasionally/Frequently/Continually required to taste or smell
- Occasionally/Frequently/Continually exposed to wet and/or humid conditions (non-weather)
- Frequent exposure to outside weather conditions
- Occasional exposure to bloodborne and airborne pathogens or infectious materials
- While performing the duties of this job, the noise level in the work environment is usually moderate, very loud
- The employee will occasionally lift and/or move no more than 50
- Specialized equipment, machines, or vehicles used: Hoyer lift, wheelchair, Barrier Free Lift, Life Vans.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT *(Optional)*

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Supervisor Name

Employee Signature

Supervisor Signature

Date Signed